

If you receive a defective item, we are here to help. We apologize for the inconvenience and will address your request promptly. Submit your claim via our online portal, indicating the affected items and the nature of the defect. If you do not have shop login credentials, complete the complaint form available in the public area (Service/ Complaint). Be sure to include the item number, description, and reason for return. Then, **email the form to us**.

Always enclose a copy of the completed form with your package to streamline our processing. Need assistance with registration? Our IHof team is ready to help with manual entry. DPD or our partner carrier will arrange collection. Please allow a few days for processing. We appreciate your patience!

Contact information




CUSTOMER*	CUSTOMER NUMBER*
CONTACT*	PHONE NUMBER*
E-MAIL*	ORDER NO./ INVOICE NO.*

Product information

ITEM NUMBER	DESCRIPTION	QUANTITY	REASON FOR RETURN

Shipping information

DPD max. 30 kg/ parcel length max. 170 m

SHIPPING ITEM - BOX 	SHIPPING ITEM - PALLET 	TOTAL AMOUNT - KG* 
REMARKS		